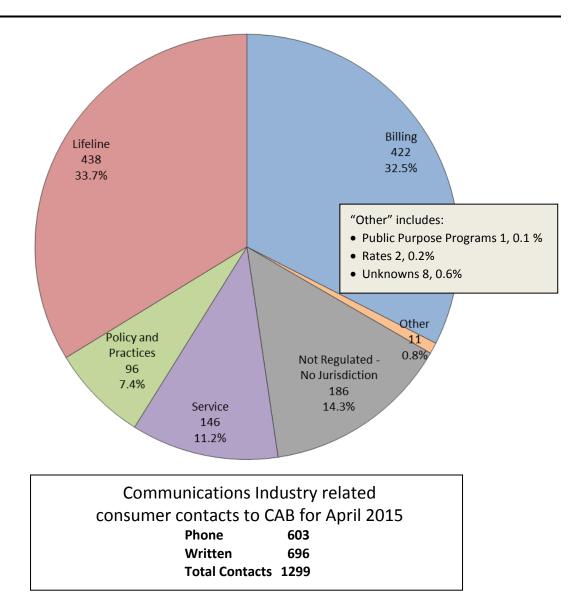California Public Utilities Commission
Consumer Service and Information Division

COMMUNICATIONS INDUSTRY
Consumer Contacts
April 2015

Lifeline
438
33.7%

Billing
422
32.5%

"Other" includes:
- Public Purpose Programs 1, 0.1 %
- Rates 2, 0.2%
- Unknowns 8, 0.6%

Other
11
0.8%

Policy and
Practices
96
7.4%

Not Regulated -
No Jurisdiction
186
14.3%

Service
146
11.2%

Communications Industry related
consumer contacts to CAB for April 2015

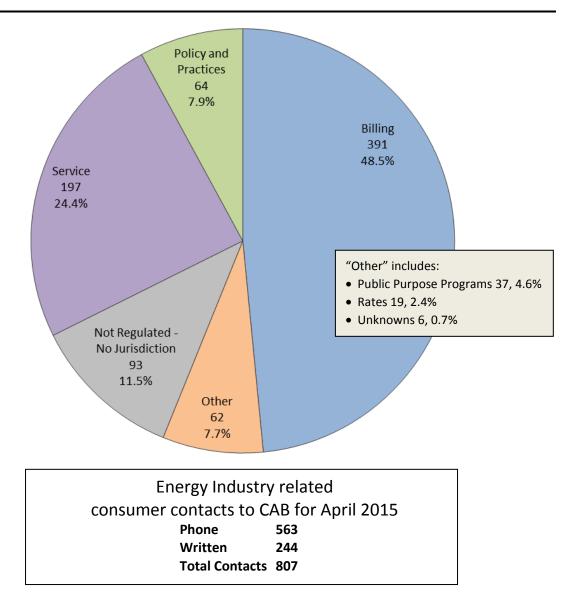|	
Phone	**603**
Written	**696**
Total Contacts	**1299**

More information on this data can be found through the following links:

- Table 1 reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

California Public Utilities Commission
Consumer Service and Information Division

ENERGY INDUSTRY
Consumer Contacts
April 2015

Policy and Practices
64
7.9%

Service
197
24.4%

Billing
391
48.5%

"Other" includes:
- Public Purpose Programs 37, 4.6%
- Rates 19, 2.4%
- Unknowns 6, 0.7%

Not Regulated - No Jurisdiction
93
11.5%

Other
62
7.7%

Energy Industry related
consumer contacts to CAB for April 2015

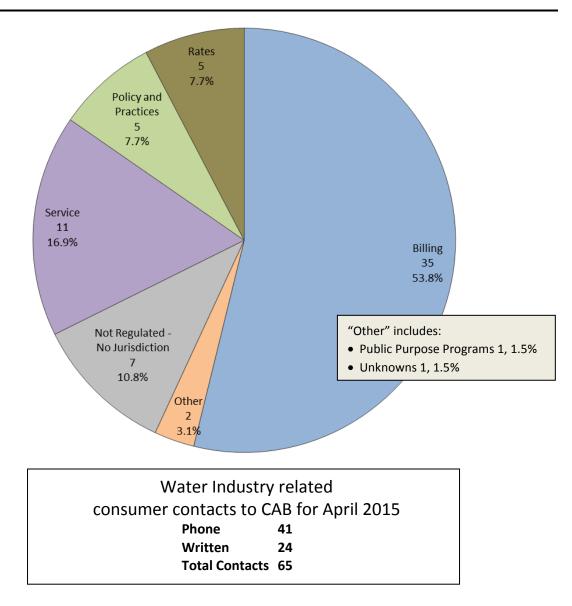|	
Phone	**563**
Written	**244**
Total Contacts	**807**

More information on this data can be found through the following links:

- Table 1 reports the total number of Energy Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Energy Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.

WATER INDUSTRY
Consumer Contacts
April 2015

Rates
5
7.7%

Policy and
Practices
5
7.7%

Service
11
16.9%

Not Regulated -
No Jurisdiction
7
10.8%

Other
2
3.1%

Billing
35
53.8%

"Other" includes:
- Public Purpose Programs 1, 1.5%
- Unknowns 1, 1.5%

Water Industry related
consumer contacts to CAB for April 2015

Phone	**41**
Written	**24**
Total Contacts	**65**

More information on this data can be found through the following links:

- Table 1 reports the total number of Water Industry related consumer contacts for the period, presented by both utility company and category.

- Table 2 reports the total number of Water Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category and subcategory.

Table of definitions can be found here.